



EXCEPTIONAL FAMILY MEMBER PROGRAM

MEETING THE NEEDS OF TODAY'S NAVY FAMILY



RESOURCE GUIDE

INTRODUCTION

The Exceptional Family Member Program (EFMP) is a mandatory enrollment program per OPNAVINST 1754.2B. The program documents long-term medical needs (including physical and emotional) and any special education needs of Exceptional Family Members. This program ensures consideration of the needs of the family members in the detailing process.

PURPOSE

The EFM Program ensures optimum use of Permanent Change of Station (PCS) money by taking into account the Navy's needs, the service member's career needs, and the special needs of the family member.

EFMP achieves this by:

- Identifying family members with long-term needs for special medical and educational services.
- Helping to ensure that family members are located at duty stations where medical and special educational needs can be met.

BACKGROUND

Originally, the EFM Program focused on disabled school-aged children with chronic special needs. Through the years, the EFM Program has evolved to include all family members who meet the program's criteria, which include educational, medical, and psychological concerns that last at least six months.

DO YOU QUALIFY FOR THE EXCEPTIONAL FAMILY MEMBER PROGRAM?

To determine whether the program applies to you, please answer the following questions. If you can answer “yes” to any of them, contact your Command point of contact, the EFMP Coordinator at your local hospital or clinic, or the EFMP resource specialist at your local Fleet and Family Support Center for additional information. It is important that you enroll before your Periodic Rotation Date (PRD) so that your detailee can consider your family’s special needs when selecting your next duty station.

- Do you have a child with a disability?
- Do you have a dependent child over 21 in the incapacitated dependent program?
- Do you have a child in special education more than 20 percent of school time?
- Do you have a spouse or child receiving treatment for cancer, lupus, heart disease, leukemia, diabetes, mental illness, or other long-term illness?
- Do you have a family member in a residential treatment facility?
- Are you enrolled in the TRICARE Standard program for the disabled?
- Do you have a child receiving medical care through a state medical program?
- Do you have a family member receiving Supplemental Security Income (SSI) benefits?
- Are you a geographic bachelor because of a family member’s special medical or educational needs?

Contact the EFM Program Manager for assistance at (866) U-ASK-NPC.

SPONSOR RESPONSIBILITIES

As a sponsor, you are responsible for:

- Contacting your EFMP coordinator (generally at your medical treatment facility) and enrolling all family members with chronic medical, psychological, and educational problems requiring special services.
- Reviewing completed applications (Form DD 2792).
- Updating forms every three years or as your family status changes. (Category 6 EFMP Temporary category must be updated each year.)
- Disenrolling when divorced, EFM is deceased, medical or educational needs no longer exist, or the family member no longer resides with the sponsor.
- Maintaining a copy of the EFMP application.

WHO IS ELIGIBLE FOR THE EFM PROGRAM?

The EFM Program is open to any active duty family member who meets the following criteria:

- Is enrolled in DEERS.
- Has a chronic medical, psychological or educational concern requiring special services.
- Resides with the sponsor. (Exceptions include geographical bachelors and family members receiving inpatient care or living in an educational setting.)

ENROLLMENT

Every Military Treatment Facility (MTF) appoints an EFMP Coordinator to facilitate the enrollment process. Coordinators provide enrollment forms, offer help in the preparation of the forms, review completed forms for accuracy, and forward the enrollment package to the Central Screening Committee (CSC).

If you are not located near an MTF, forms may be available from one of the following locations:

- Fleet and Family Support Centers (FFSC) Personnel Support Offices
- Navy Liaison Offices
- The Navy Personnel Command (NPC) EFM Program Manager (PERS-672) in Millington, Tenn.

Both medical and educational portions must be completed for school-aged children. The treating physician(s) should complete the medical forms.

An official at your child's school must complete Addendum B Special Education.

Review the forms before signing. You are responsible for their completeness and accuracy.

Return the completed forms to the MTF. The Coordinator will review and sign the forms and forward them to a CSC.

In areas with no MTF or EFMP Coordinator, you should mail the EFMP application forms (with other required documentation attached) to the appropriate CSC.

Locations and telephone numbers for CSCs are listed on Page 6 of this Resource Guide.

FORMS

The enrollment form, DD Form 2792 Exceptional Family Member Medical and Educational Summary, is available on the Internet at <http://web1.whs.osd.mil/forms/DD2792.pdf>.

The following sections of the form must be filled out:

DD FORM 2792 Application

To be completed and signed by the service member or spouse and verified by an EFMP Coordinator. A personal note and/or additional information may be included.

ADDENDUM A: Medical Summary

To be completed and signed by the medical provider (military or civilian). The sponsor should review for accuracy and completeness. A signed Functional Medical Summary must be included for all children, even when no medical condition is apparent.

ADDENDUM A-1: Asthma/Reactive Airway Disease Summary

To be completed and signed by a medical provider (military or civilian) if the family member has a history of asthma or reactive airway disease.

ADDENDUM A-2: Mental Health Summary

To be completed by the mental health provider (military or civilian) if the family member has a history associated with mental health.

ADDENDUM B: Special Educational/Early Intervention Summary

To be completed and signed by a school official. A legible copy of the current Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP) must be submitted. A letter or report from the school may be included. If enrolling a school-aged child with medical needs only, a school official must endorse Page 1 of the Special Education Worksheet.

When all of the enrollment forms are complete, give them to your EFMP Coordinator. It is very important to keep a copy of the forms.

CENTRAL SCREENING COMMITTEE (CSC)

Forward completed applications to the appropriate Central Screening Committee. The CSC that will review your application is determined by the location of your current duty station.

CSC locations:

1. East of the Mississippi River in the continental United States, Europe, Africa, South America, and the Caribbean:

Central Screening Committee (Code 60465C)
Exceptional Family Member Program
Naval Medical Center
620 John Paul Jones Circle
Portsmouth, VA 23708-2197
Commercial (757) 953-5900

2. West of the Mississippi River in the continental United States and Alaska:

Department of the Navy
Naval Medical Center, Suite 100
34520 Bob Wilson Drive
San Diego, CA 92134-2100
Commercial (619) 532-6910

3. Countries in the South Pacific, Asia, and Hawaii:

EFM Central Screening Committee
U.S. Naval Hospital Yokosuka
PSC 475, Box 1, Code 121Y
FPO AP 96350-1600
Commercial 011-81-6160-43-5379
DSN: 243-5379



The CSC validates that enrollment is appropriate and recommends one of the following categories:

Category 1: Enrollment for monitoring purposes for medical, psychological, and educational needs.

Category 2: Limited overseas and remote continental United States (CONUS) assignments. Care is usually available at most locations, except for some isolated CONUS and overseas areas. If orders are for overseas duty, the family must successfully complete overseas screening.

Category 3: No overseas assignments. The EFM's medical condition, psychological condition, and educational needs preclude assignment to overseas locations where services to meet those needs are not available.

Category 4: Major medical areas within continental United States (CONUS) only. The EFM's medical, psychological, and educational needs require assignment to billets within a 50-mile radius of major medical facilities. This can be a major military treatment facility or a civilian TRICARE facility.

Category 5: Homestead program. The EFM's needs are highly specialized as to complexity and/or severity requiring continuity of care. The service member receives a long-term assignment to an area that can support multiple seashore rotations. These locations are typically in the geographic areas of Norfolk, Jacksonville, San Diego, Bremerton, Wash., and Washington, D.C.

Category 6: Temporary category. The EFM's condition requires a stable environment for six months to one year due to ongoing treatment or diagnostic assessments. EFMP status must be updated each year to receive permanent category or to be disenrolled. The committee must have current, complete information in order to assign your EFM the appropriate category.

After making a recommendation, the CSC forwards your application to the Exceptional Family Member Program Office (PERS-672) at Navy Personnel Command in Millington, Tenn.

FINAL PROCESS

When the EFM Program Manager at PERS-672 receives your application:

The EFM Program Manager reviews the category recommendation from the CSC and makes the final determination on enrollment and category.

The detailing record is flagged to notify the detailer of your EFM status.

The file is reviewed when PCS orders are issued, to make sure the assignments meet EFM criteria for availability of services.

UPDATING ENROLLMENTS

Generally, enrollment updates are due every three years from the date Navy Personnel Command approves your enrollment, with the exception of Category 6 (temporary category) status, which must be updated within one year of enrollment.

Exceptions include:

When there is a change in medical diagnosis or a new diagnosis, updates need to be submitted at that time.

When there is a change in educational needs, updates need to be submitted at that time.

If an update is due at the time of your Periodic Rotation Date, the update should be started at least nine months prior to PRD.

DISENROLLMENT

You may request disenrollment if any of the following occurs:

- Special medical, psychological, or educational services are no longer required for your family member as validated by a physician and/or school official.
- Divorce or loss of custody of the enrolled family member.
- Official court-ordered decrees are forwarded to NPC PERS-672.
- Your family member is deceased. Forward a copy of the death certificate to NPC PERS-672.



DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS (DoDDS)

The Department of Defense Dependents Schools (DoDDS) and the military services desire to provide appropriate special education services after your family's move to an overseas location.

As soon as you know that you may have an overseas assignment, contact the Exceptional Family Member Program Coordinator at your stateside medical facility to participate in the required screening program for family members moving overseas.

DoDDS and EFMP work together to coordinate recommendations to military personnel systems of assignment locations for students with special needs.

If you have questions regarding the schools and special education services at your overseas duty station, contact:

- The European Area Special Education Coordinator
DSN (314) 380-7219 or commercial 011-49-611-380-7219, or
- The Pacific Area Special Education Coordinator
DSN (315) 644-5670 or commercial 011-81-611-744-5670

As you leave your stateside duty station, hand-carry copies of all the information about your child's education program to the next duty station.

You will be able to begin the appropriate special education services for your child right away if you hand-carry the records with you, rather than wait for your household shipment to arrive.

After submitting your EFM application, HAND-CARRY a copy of the current Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) to the DoDDS Representative.

There are several persons within each community who can assist you with special education questions.

These resource persons include:

The school principal, special education teacher, and the program manager for the Educational and Developmental Intervention Services (EDIS) clinic.

For more information about DoDDS,
visit www.odedodea.edu.



RESOURCES

Fleet and Family Support Center (FFSC)

The FFSC assists families with local and relocation information. This includes both medical and educational information, along with related community agency referrals, housing, spouse employment, personal financial management, moving-with-children skills, and a host of other topics critical to a successful PCS move.

The FFSC EFM Resource Specialist is a source of local as well as international information for your special needs family member.

www.ffsp.navy.mil

SITES

SITES is a DoD database on the Web. It has extensive and current information for over 300 military installations call services worldwide.

Key information in SITES will assist you in answering questions for your particular family situation, including addresses, phone numbers, and e-mail addresses for your gaining installation's FFSC and Relocation Assistance Program Office.

<https://www.dmdc.osd.mil/sites>

Navy One Source

Navy OneSource is a 24-hour, seven-days-a-week, toll-free information and referral telephone service available worldwide to active duty and Reserve military members and their families, deployed civilians, and their families. Navy OneSource provides information ranging from everyday concerns to deployment and return/reunion issues. Additionally, if there is a need for face-to-face counseling OneSource can provide a referral for six sessions per issue with professional civilian counselors at no cost to the Sailor or family member. (Note: in-person counseling is available only in the U.S. and Puerto Rico. OCONUS, OneSource can help access those services provided through the military medical treatment facilities.)

Navy One Source (continued)

In addition, Military OneSource (the umbrella program for Navy, Army, AF, and Marine Corps OneSource) offers a Web site at <http://www.militaryonesource.com>. Sign in with the user ID “military” and the password “onesource” without the quotation marks.

Counseling, online information and articles, and printed materials requested are provided at no cost to the Sailor/family member. All costs, including postage, have been pre-paid by DoD.

Military/Navy OneSource areas of assistance include:

- o Parenting and child care
- o Adult or child special needs
- o Education
- o Relocation
- o Financial and legal concerns
- o Everyday issues (e.g., finding services in a local community, consumer issues, etc.)
- o Emotional well-being
- o Health and fitness
- o Addiction and recovery
- o Military lifestyle (e.g., pre/post deployment, return and reunion, etc.)
- o Workplace concerns
- o Crisis support
- o Elder care
- o TRICARE “warm transfers” (referral where the OneSource counselor stays on the line until certain that the referral is to the right person at a working number)
- o Pre-paid materials from an extensive life-issues library

For a more extensive explanation of OneSource services go to <http://www.militaryonesource.com/lib/pdf/mosfaq.pdf> to read or print the Web site FAQs (requires the free Adobe Acrobat reader).

Telephone consultation may be anonymous if the caller wishes.

Social Security Administration (SSA)

The Social Security Administration has answers to questions about Supplemental Security Income (SSI), Social Security Disability Insurance, and other monetary assistance programs.

If you are receiving SSI or other SSA-sponsored assistance, you must contact them before transferring.

www.ssa.gov

DoD Education Activity (DoDEA)

This agency oversees DoD Dependent Schools (DoDDS) and Defense Elementary and Secondary Schools (DDESS). It maintains an excellent Web site with information regarding support organizations.

www.odedodea.edu

Specialized Training of Military Parents (STOMP) and Parent Educational Advocacy Training Center (PEATC)



Both agencies provide assistance to families with special needs children. STOMP and PEATC assist families in understanding and identifying individual education programs and in negotiating with school districts to obtain the best services possible. You can contact them via e-mail at: pavestomp@aol.com and partner@peatc.org.

The National Dissemination Center for Children with Disabilities (NICHCY)

NICHCY (National Information Center for Children and Youth with Disabilities) identifies special education resources in each state and most U.S. territories.

Exceptional Parent Magazine

The Web site for this magazine has a wide range of parent support information for parents of children with special needs.

www.familyeducation.com/home

Armed Services YMCA

The Armed Services “Y” in your area provides access to emergency assistance support groups, counseling, and transportation to medical appointments and therapeutic recreation outlets.

www.asymca.org



Navy Personnel Command Humanitarian Transfer Desk (PERS 40HH)

This department of NPC can assist in a no-fault transfer or humanitarian reassignment due to an emergency medical condition of a family member. Contact them at (901) 874-3542 or DSN 882-3542.

Navy and Marine Corps Relief Society (NMCRS)

NMCRS assists eligible families facing a financial crisis with unpaid medical expenses. Contact the local NMCRS at the nearest Navy facility.

www.nmcrs.org

Military Homefront

This site is a central, trusted, up-to-date source for Service members and families to obtain information about all Quality of Life programs and services. Whether you live the military lifestyle or support those who do, you'll find what you need. When you enter the site just click on troops and families with special needs.

www.militaryhomefront.dod.mil

EFMP Category Status Locator

This EFMP Web site allows service members to view the current category status of an enrollee (i.e., their dependent) and informs them when an update is required. The Web site also allows the EFM coordinator at medical Commands to view all EFM enrollees assigned in their area.

The Web site provides general information about the EFMP process, EFMP definitions, categories and frequently asked questions as well as other useful information that Sailors and Commands might find helpful.

www.npc.navy.mil/channels

Additional information about local resources such as support groups, advocacy services, respite care, and local and state organizations is available from local Fleet and Family Support Centers or the EFMP Coordinator at the Military Treatment Facility (MTF).

HEALTH CARE INFORMATION

Relocation

When preparing to move, contact your EFM's physician to obtain referrals and ensure continuing care at the new location or your TRICARE Health Benefits Adviser (HBA) at any MTF.

The HBA can help you:

- ***Locate civilian physicians who accept TRICARE assignments***
- ***File claims***
- ***Find information regarding Extended Care Health Option (ECHO), formerly known as Program for Persons with Disabilities (PPWD)***
- ***Identify other special programs***
- ***Locate information on TRICARE Supplemental Insurance plans, to help with your cost-share.***

Notify your personnel office of non-medical attendant travel needs INCONUS when accompanying family members to medical facilities for emergency/specialized care in lieu of emergency leave or no-cost orders.

TRICARE

The TRICARE Web site, www.tricare.osd.mil, provides up-to-date information about the policy and benefits of this frequently changing program. The TRICARE Handbook is available under the “Resources” section.

Department of Health and Human Services

The DHHS Web site links you to National Institutes of Health, CancerNet, AIDS information, and a host of similar health-related information groups. www.os.dhhs.gov

Navy Bureau of Medicine and Surgery (BUMED)

The BUMED Web site describes services and special programs at each Navy medical treatment facility.

<http://navymedicine.med.navy.mil>

Extended Care Health Option (ECHO)

ECHO, formerly recognized as Program for Persons with Disabilities (PFPWD), is available for dependents of active duty members who are moderately or severely mentally retarded or seriously physically disabled. For eligibility information, contact the ECHO Case Manager at (800) 931-9501.



Incapacitated Dependent Program (INCDP)

This program allows you to extend military ID card privileges for children over age 21. Adult children must be unmarried, disabled before age 21, and incapable of self-support. For more information, contact Navy Personnel Command (PERS-312D) at (901) 874-3360 or DSN 882-3360.

HOUSING

Contact your local base housing office to:

- Apply for emergency housing assistance for medical reasons
- Submit a hardship housing request
- Request needed housing adaptations

Sponsors with severely disabled EFMs in Category 4 or 5 may be placed on the waiting list for family housing directly below the freeze zone.

Contact your housing officer for additional information. Contact the Personal Support Detachment (PSD) Office to inquire about eligibility for Basic Allowance for Housing (BAH) waiver or Family Separation Allowance (FSA).

You may qualify if you are a geographic bachelor residing apart from your family because care was not available at the new duty station and the family was not able to accompany you.



FREQUENTLY ASKED QUESTIONS

Will the EFMP enrollment hurt my chances for promotion?

Promotion and selection boards DO NOT have access to your EFMP status. There are hundreds of success stories for senior enlisted and officers who have special-needs families.

Will enrollment limit assignments to Norfolk or San Diego?

No. Depending on your assigned category, your assignments will vary. Locations may be in remote areas or at large fleet concentration areas. Additionally, all active duty members must remain worldwide deployable and assignable.

Will this affect sea-shore rotation?

No. Fleet concentration areas were set by the CNO to prevent interruption of sea-shore rotation.

If an emergency occurs, what help is available?

Humanitarian transfers (HUMS) may be available to accommodate your emergency needs. HUMS are for temporary situations usually lasting no more than six months.

Why should I enroll in the EFM Program?

The EFM Program is mandatory if you have a family member in need of special services. By applying you will ensure that your family's needs are met, allowing more focus on the needs of the military without concern for your family. Without EFM Program enrollment, you cannot receive TRICARE Extended Care Health Option (ECHO) benefits. The EFM Program is the avenue to a better quality of life for your family and for you!

POINTS OF CONTACT FOR THE EFM PROGRAM

American Epilepsy Society	(800) 332-1000	
American Liver Foundation	(800) 223-0179	(800) 465-4837
Association for Retarded Citizens	(800) 433-5255	(301) 565-3842
Asthma and Allergy Hotline	(800) 7-ASTHMA	(202) 466-7643
Autism Society of America	(800) 328-8476	(301) 657-0881
Cleft Palate Foundation	(800) 24-CLEFT	(919) 933-9044
Deaf-Blindness Association	(800) 255-0411	
Epilepsy Foundation of America	(800) 332-1000	(301) 459-3700
International Dyslexia Association	(800) 222-3123	
International Shriners Hospitals	(800) 237-5055	(813) 281-0300
Juvenile Diabetes Hotline (for both children and adults)	(800) 223-1138	(212) 785-9500
Muscular Dystrophy Family Foundation	(800) 544-1213	
National Assoc. for Alzheimer's	(800) 272-3900	(312) 335-8700
National Cancer Institute	(800) 4-CANCER	
Nat'l Cystic Fibrosis Foundation	(800) 344-4823	(301) 951-4422
Nat'l Down's Syndrome Society	(800) 221-4602	(212) 460-9330
National Easter Seal Society (early intervention)	(800) 221-6827	(312) 726-6200
National Kidney Foundation	(800) 622-9010	
National Multiple Sclerosis	(800) 532-7667	(212) 986-3240
National Organization on Fetal Alcohol Syndrome	(800) 666-6327	
Navy Fleet and Family Support Centers	(800) FSC-LINE	(800) 372-5463
Scottish Rite Foundation (speech/hearing/language)	(202) 232-3579	
Sickle Cell Disease Association	(800) 421-8453	
Spina Bifida Hotline	(800) 621-3141	(202) 944-3285
United Cerebral Palsy	(800) 872-5827	

For additional information contact:

EFM Program Manager

(PERS 672) BLDG 768
Navy Personnel Command
5720 Integrity Drive
Millington, TN 38053-6620
(866) U-ASK-NPC

www.npc.navy.mil/channels



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